EAGLS for CBA

Agency Program Coordinator Conference
Government Travel Charge Card
Atlanta, Georgia
March 1-2, 2004

Karen Croft

Purpose

The purpose of this training is to provide Account Managers/Agency Program Coordinators (APCs) with information on the Travel Card program specifically related to Centrally Billed Accounts (CBA) and the use of the Bank of America Electronic Account Government Ledger System (EAGLS).

EAGLS for CBA Agenda

- CBA Basics
- EAGLS Basics
- Getting Started in EAGLS
- Online Capabilities
- Reporting Tool
- Contacting Bank of America
- Reference Materials

CBA Basics

- CBA = Centrally Billed Accounts
- Every CBA Account has two account numbers – a Central account number and a Transaction account number.
  - Transaction accounts are used by SATO to charge transportation costs each day.
  - Central accounts are used for billing purposes.
- Transaction accounts “roll up” to the central account at cycle date.

CBA Basics

- Cycle date - CBA has numerous cycle dates throughout the month that are chosen at time the accounts are created
  - IBA normally cycles on the 17th of the month
- Hierarchy numbers serve as a unique identifier for each command and provide the ability to group data for reporting purposes
  - Ex.: 0000001 2000020 3004017 4004037
  - When calling BoA for assistance, have the CBA hierarchy string available
  - CBA structure differs slightly from IBA

EAGLS Basics

- EAGLS = Electronic Account Government Ledger System provided by Bank of America
- EAGLS is a secure, web-based system providing online availability of information crucial to managing your CBA program
- Access is granted by completing BoA form included in reference materials
- Functionality provided includes Point of Contact Maintenance, Reporting capability, Statement, Payment, Invoice and Transaction information

Getting Started in EAGLS

- WinZip/PKZip and Excel/Access
  - Viewing EAGLS Raw Data reports
- Crystal Offline Viewer
  - Viewing EAGLS reports
- Clearing temporary internet files
- “As of Date” versus “DEF” Date
- Logging On

Travel Card - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Media

Address http://www.don-ebusiness.navsup.navy.mil/servlet/page?_pageid=758&_dad=portal30&_schema=PORTAL30

Go

Department of the Navy
eBusiness Operations Office

Creating
The Future Today

Home | Consulting/Research | Pilot Projects | Card Management

Travel Card

Navigation

Up One Level

What's New

San Diego APC CONFERENCE - Nov 2002

TRAVEL CARD and PURCHASE CARD APC CONFERENCES at FLEET ANTI-SUBMARINE WARFARE TRAINING CENTER SAN DIEGO, CA

Have a question about the Travel Card program?

E-Mail our Travel Card expert

Effective 17 August 2001, N
of the Assistant Secretary
(ASN(FM&C)FMO), and the

Overview

The travel card program is i
travelers of a safe, effective,
travel, including local travel.

Additional Travel Card P

EBUSOPSOFFINST 4650.1

Policy/Guidance Memos

Individually Billed Accounts
Coordinator

Conference Information

Training Information

Related Links

Contact: travel_card@navs

from the Office
Operations
rations Office.

(DOD)
nt to official

gram

nutes

Quick Links

- Site Help
- Purchase Card Training
- Press Room
- FAQs
- Contact Us
- Ask An Expert

Quick Search

Go

Advanced Search

Internet Options

General | Security | Privacy | Content | Connections | Programs | Advanced

Home page

You can change which page to use for your home page.

Address: eid=738&_dad=portal30&_schema=PORTAL30

Use Current | Use Default | Use Blank

Temporary Internet files

Pages you view on the Internet are stored in a special folder for quick viewing later.

Delete Cookies... | Delete Files... | Settings...

History

The History folder contains links to pages you've visited, for quick access to recently viewed pages.

Days to keep pages in history: 20 | Clear History

Colors... | Fonts... | Languages... | Accessibility...

OK | Cancel | Apply

Internet

“As of Date” vs DEF Date

- Data Exchange File (DEF) date
  - DEF Date denotes status of *online* data
- EAGLS System Logon and main menu
  - As of Date denotes status of *online* data
- Reporting Tool
  - As of Date denotes status of *report* data
- Online data is usually only one day behind, Reporting Tool data is usually two days behind current date

Logging On

Click to logo n

GCSU
Technical Helpdesk
Home
Help
Contact Us
Sign In
Bank of America
EAGLS
DEF Status:
01/19/2004
Helpdesk Home
EAGLS Log-on
THD Online Assistance
Password Reset
Forms
Training
Reporting Tool
FAQ's
MCC Table
SmartPay Conference
Favorite Links
AOPC Apps Status
DoD APC
Bank of America, N.A.
Member FDIC.
Equal Housing Lender
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Privacy and Security
Technical Helpdesk
January 20, 2004
Search EAGLS User's Guide & Job Aids
GO
News & Updates
Bank of America is Proud to Announce our Corporate Partnership with the Association of Government Accountants (AGA)
AGA
CORPORATE PARTNER
Bank of America has chosen to partner with AGA because the AGA mission of Advancing Government Accountability is closely aligned with the Bank of America promise of Higher Standards in government.
Bank of America will support AGA events such as the National Leadership Conference** and the 2004 Professional Development Conference & Exposition**. Each of these events offers financial managers a unique opportunity to gather innovative insights into government financial management, now and in the future.
For more information on the Association of Government Accountants, please visit their Web site http://www.agacgfm.org/**
**When you initiate this web site link, you will leave the Bank of America web site. Bank of America is not affiliated with these organizations and assumes no responsibility nor endorses any information or products offered on the linked site and disclaims any liability for your use of or access to it.
Top Pages
THD Online Assistance
Training
Forms
HL Change Form
Password Reset
NewsBlast
NewsBlast 01/12/04
Quarterly Newsletter
Online Subscription
Archives
Schedules
EAGLS Outages
Holiday Files
EAGLS Training
Hours of Operation
Payment Options
Links
ATM Locations
GSA SmartPay
Merchant Enrollment
What's your opinion?
FeedBack

W A R N I N G !

You are attempting to access a private Web Site protected by a Security System. Access to and use of this facility requires explicit, current authorization and is strictly limited.

Unauthorized, or any attempt at unauthorized access, usage, copying, alteration, destruction, or damage to its data, programs or equipment may violate the Federal Computer Fraud and Abuse Act of 1986 as well as applicable state law and/or civil liability.

With the before mentioned understood, should you proceed further, you may subject yourself to investigation that could lead to prosecution should you not have authorization or violate any of these restrictions.

The EAGLS System that you are accessing and information about the operation, maintenance and upgrades of the EAGLS System are confidential and proprietary to

Bank of America, N.A. (USA). The EAGLS System is to be used by authorized persons solely for the governmental purposes described in General Services Administration Contract GSA No. GS-23F-98004.

CONTINUE

EAGLS System Logon

Please Enter Your User ID and Password

User ID kcroft60

Password **********

Submit Clear

As Of: 01/19/2004

This system contains privileged and confidential information intended only for the use of the authorized user. This system contains collected information and/or other account information that is part of the system of records: Travel Charge Card Program: GSA/GOVT - 3 and therefore is subject to the Privacy Act of 1974 (5 U.S.C. 552a) and Applicable agency regulations. In the event of a violation of the Privacy Act, a civil action may be brought, and violations of the Privacy Act may involve the imposition of criminal penalties.

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Bank of America

As Of : 01/19/2004

- Account Inquiry/Maintenance
- Inquiry
- Maintenance
- Program Information
- Setup
- Transaction Data
- User Options
- Reporting Tool
- Help
- Training
- Log Off

Version 2.0
Release 7.11.2

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Bank of America

As Of: 01/16/2004

Reporting Tool Options

Reports

- Account Activity (Purcha
- Account Activity (Travel)
- Account Listing
- Account Renewal
- Agency Program
- Agency Program Informa
- Aging Analysis
- Airline Credit/Refund
- Airline Exception
- Authorizations/Declines
- Billing Cycle Summary
- Budget Object Class
- Cancellation
- Charge-Off
- Convenience Check
- Cost Allocation
- Daily Invoice
- Delinquency
- Exceptions
- Fixed Pay
- Fleet MasterCard
- Fleet Visa
- Foreign Vendor
- Frequent Repair
- Fuel Frequency
- Infrequent Travel Expirati

EAGLS Reporting Tool

Summaries Now Available on Detail Reports

Enhancements to detail reports on EAGLS using the Crystal Offline Viewer were completed to provide summary pages at the beginning of each report.

When viewing these reports, the first page(s) will contain summaries by hierarchy node. Client feedback on the 2002 Client Satisfaction Survey indicated clients wanted summary information for reports. The Reports Functionality Matrix Job Aid has been updated to indicate which reports contain a summary page(s).

The Reports Functionality Matrix Job Aid is available by selecting it from the drop-down list below.

Reporting Job Aids

Bank of America, in a continuous effort to provide quality training materials, offers quick reference guides or Job Aids that will assist you in managing your card program. Updates to the Job Aids will be made monthly, as required. Revision dates and page numbers are included on each Job Aid for your convenience.

-- make your selection --

Version 7.0.0.27.10

Online Capabilities

- Point of Contact Maintenance
  - (includes verifying active EAGLS userids)
- Account Inquiry/Maintenance
- Inquiry – Central Account balance
- Transaction Data – Invoice information
- Reporting Tool

Account Manager/APC Point of Contact Maintenance

- Account manager/APC must be documented with BoA in EAGLS as point of contact
- For program coordination, it is imperative the APC information be accurate in EAGLS
- Review procedures to Add, Modify, and Delete POC information
- Review procedures for activating/inactivating EAGLS user ids

POC Maintenance

- Fax Point of Contact Information form to BoA at 1-877-248-4104
  - ✓ The form must have an AUTHORIZED official signature and must be completed in its entirety
  - ✓ An authorized official is either an existing APC or the next higher level APC in your hierarchy
- Perform maintenance online via EAGLS

Bank of America

Electronic Account Government Ledger System 2.0

As Of : 01/20/2004

- Account Inquiry/Maintenance
- Inquiry
- Maintenance
  - Account Activation
  - Account Status
  - Bulk Activation
  - Convenience Checks
  - Credit Limit
  - Point of Contact
  - Queued Requests
  - Request Card
  - Transfer Account
  - Transfer Account Queue
  - Travelers Checks
  - Vehicle Account
- Program Information
- Setup
- Transaction Data
- User Options
- Reporting Tool
- Help
- Training
- Log Off

Point of Contact Maintenance

Search By

Current Level | Browse Hierarchy

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000020	DEPT OF THE NAVY CBA
HL3		← Enter HL3
HL4		← Enter HL4
HL5		
HL6		
HL7		
HL8		

Submit | Clear

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Bank of America

Electronic Account Government Ledger System 2.0

As Of : 01/20/2004

- Account Inquiry/Maintenance
- Inquiry
- Maintenance
  - Account Activation
  - Account Status
  - Bulk Activation
  - Convenience Checks
  - Credit Limit
  - Point of Contact
  - Queued Requests
  - Request Card
  - Transfer Account
  - Transfer Account Queue
  - Travelers Checks
  - Vehicle Account
- Program Information
- Setup
- Transaction Data
- User Options
- Reporting Tool
- Help
- Training
- Log Off

Point of Contact Maintenance

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000020	DEPT OF THE NAVY CBA
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Point of Contacts

Name			Primary/Alternate
BONNIE PARASCHOS	Edit	Delete	Primary
KAREN CROFT	Edit	Delete	Alternate
JIM E KNOX	Edit	Delete	Alternate
DIANNE WOODS	Edit	Delete	Alternate

Add POC

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Electronic Account Government Ledger System 2.0

As Of : 01/20/2004

- Account Inquiry/Maintenance
- Inquiry
- Maintenance
  - Account Activation
  - Account Status
  - Bulk Activation
  - Convenience Checks
  - Credit Limit
  - Point of Contact
  - Queued Requests
  - Request Card
  - Transfer Account
  - Transfer Account Queue
  - Travelers Checks
  - Vehicle Account
- Program Information
- Setup
- Transaction Data
- User Options
- Reporting Tool
- Help
- Training
- Log Off

Delete Point of Contact

☑	0000001-2000020-0000000-0000000-0000000-0000000-0000000-0000000	DIANNE WOODS	**Alternate**

Delete from selected HLs | Delete from all HLs | Cancel

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Electronic Account Government Ledger System 2.0

As Of : 01/20/2004

- Account Inquiry/Maintenance
- Inquiry
- Maintenance
  - Account Activation
  - Account Status
  - Bulk Activation
  - Convenience Checks
  - Credit Limit
  - Point of Contact
  - Queued Requests
  - Request Card
  - Transfer Account
  - Transfer Account Queue
  - Travelers Checks
  - Vehicle Account
- Program Information
- Setup
- Transaction Data
- User Options
- Reporting Tool
- Help
- Training
- Log Off

Add a Point of Contact

Submit Cancel

Account Information

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000020	DEPT OF THE NAVY CBA
HL3	0000000	
HL4	0000000	
HL5	0000000	
HL6	0000000	
HL7	0000000	
HL8	0000000	

Contact Information

(•) Primary ( ) Alternate

First Name	
Last Name	
Address 1	
Address 2	
Address 3	
Address 4	
City	
State/Province	
Country	

Edit a Point of Contact

Submit Cancel

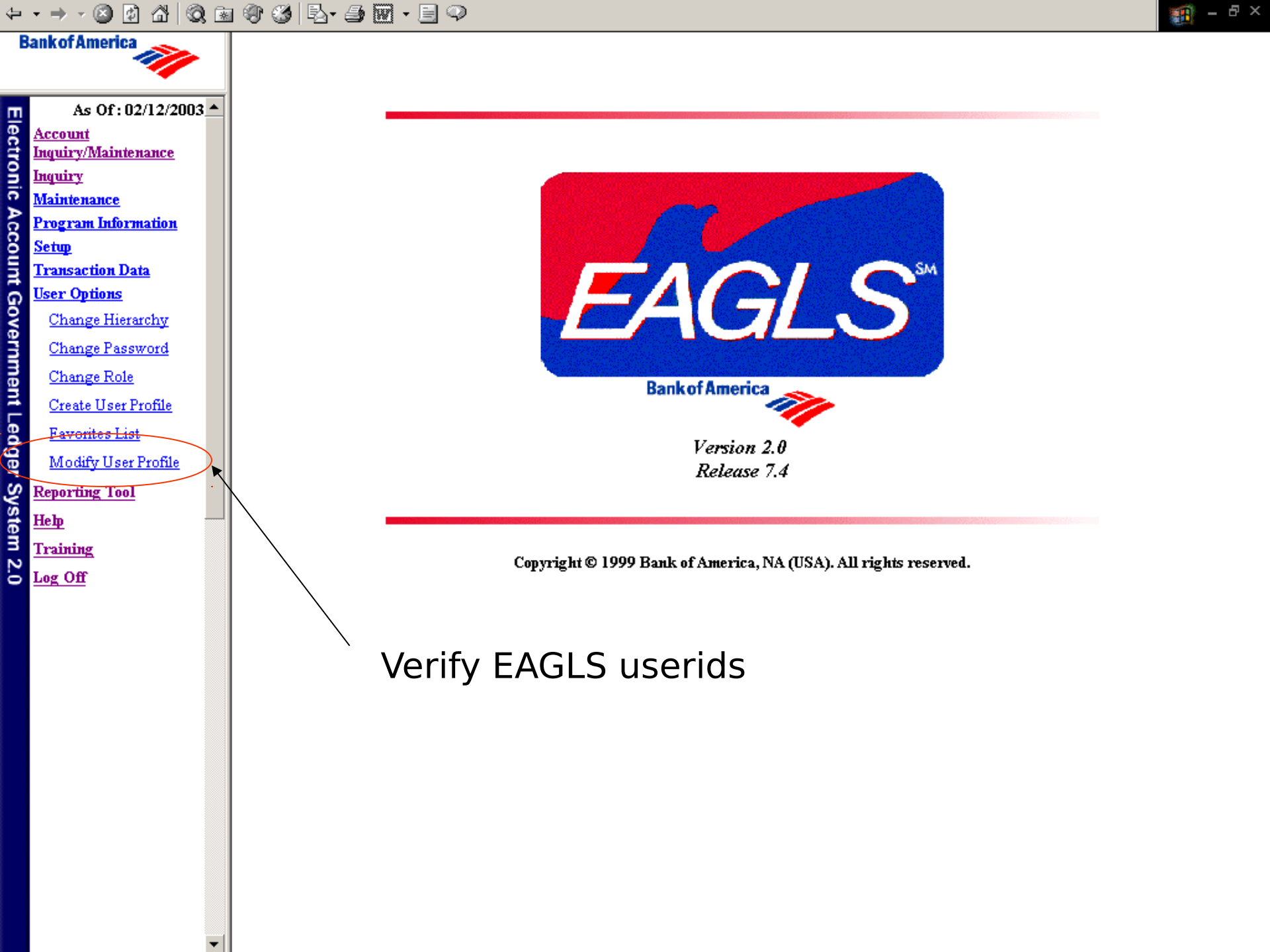
Account Information

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000020	DEPT OF THE NAVY CBA
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Contact Information

○ Primary ◉ Alternate

First Name	KAREN
Last Name	CROFT
Address 1	5450 CARLISLE PK
Address 2	
Address 3	
Address 4	
City	MECHANICSBURG
State/Province	PA
Country	US


Bank of America
As Of: 02/12/2003
Account Inquiry/Maintenance
Inquiry
Maintenance
Program Information
Setup
Transaction Data
User Options
Change Hierarchy
Change Password
Change Role
Create User Profile
Favorites List
Modify User Profile
Reporting Tool
Help
Training
Log Off
Electronic Account Government Ledger System 2.0
EAGLS
SM
Bank of America
Version 2.0
Release 7.4
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Verify EAGLS userids

Modify User Profile
Search

To perform partial name searches on non numeric fields, enter partial search criteria followed by an asterisk ''. Ex: Entering 'Jo*' in the Last Name field will find last names such as 'Jones' and 'Johnson'. Note: Partial searches take longer to complete than exact searches.*

Submit Clear

Search By

- ☐ Account Number
- ☐ User ID
- ☐ Last Name

Optional Criteria with Last Name:

First Name

- ☑ Hierarchy Depth — Current Level — Browse Hierarchy

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000002	DEPT OF THE NAVY IBA
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Enter HL3
Enter HL4

User Profile Maintenance
Search Results

Search Criteria

Hierarchy 1000000 0000001 2000002

Name	User ID	User Status
PRODUCTION TESTING	AOPCKIRK	I
BARBARA HEPBURN	BHEPBUR6	A
BEVERLY KUHN	BKUHN22	A
THOMAS BUI	BUIT1	I
CALVIN DAVIS	CALVID1	I
CAROLYN PASTERNAK	CPASTE53	I
CHRISTOPHER VITT	CVITT50	I
SHELTON DFAS	DFAS01	I
DARRELL MAK	DMAK60	A
DAVE MCDERMOTT	DMCDER01	I
DAVE MCDERMOTT	DMCDER02	A
TONY ENCINIAS	ENC123	I
FRANK G LAWSON	FLAWSO23	I
GREG BARKER	GBARKER7	A
GAT GAT	GGAT23	I
GSACONFERENCE202	GSARPT02	I
GSACONFERENCE204	GSARPT04	I
GSACONFERENCE06	GSARPT06	I
GSACONFERENCE08	GSARPT08	I
GSACONFERENCE210	GSARPT10	I

Bank of America

Electronic Account Government Ledger System 2.0

As Of: 02/12/2003

- Account Inquiry/Maintenance
- Inquiry
- Maintenance
- Program Information
- Setup
- Transaction Data
- User Options
  - Change Hierarchy
  - Change Password
  - Change Role
  - Create User Profile
  - Favorites List
  - Modify User Profile
- Reporting Tool
- Help
- Training
- Log Off

User Profile Maintenance
Roles

Role

First Name	TONY
Last Name	ENCINIAS
User ID	ENC123
Default Role	ALT_APC_DOT

Status	Inactive
Current Roles	DOT

Active
Inactive

Set Default | Edit Role | Delete Role | Add Role

Cancel

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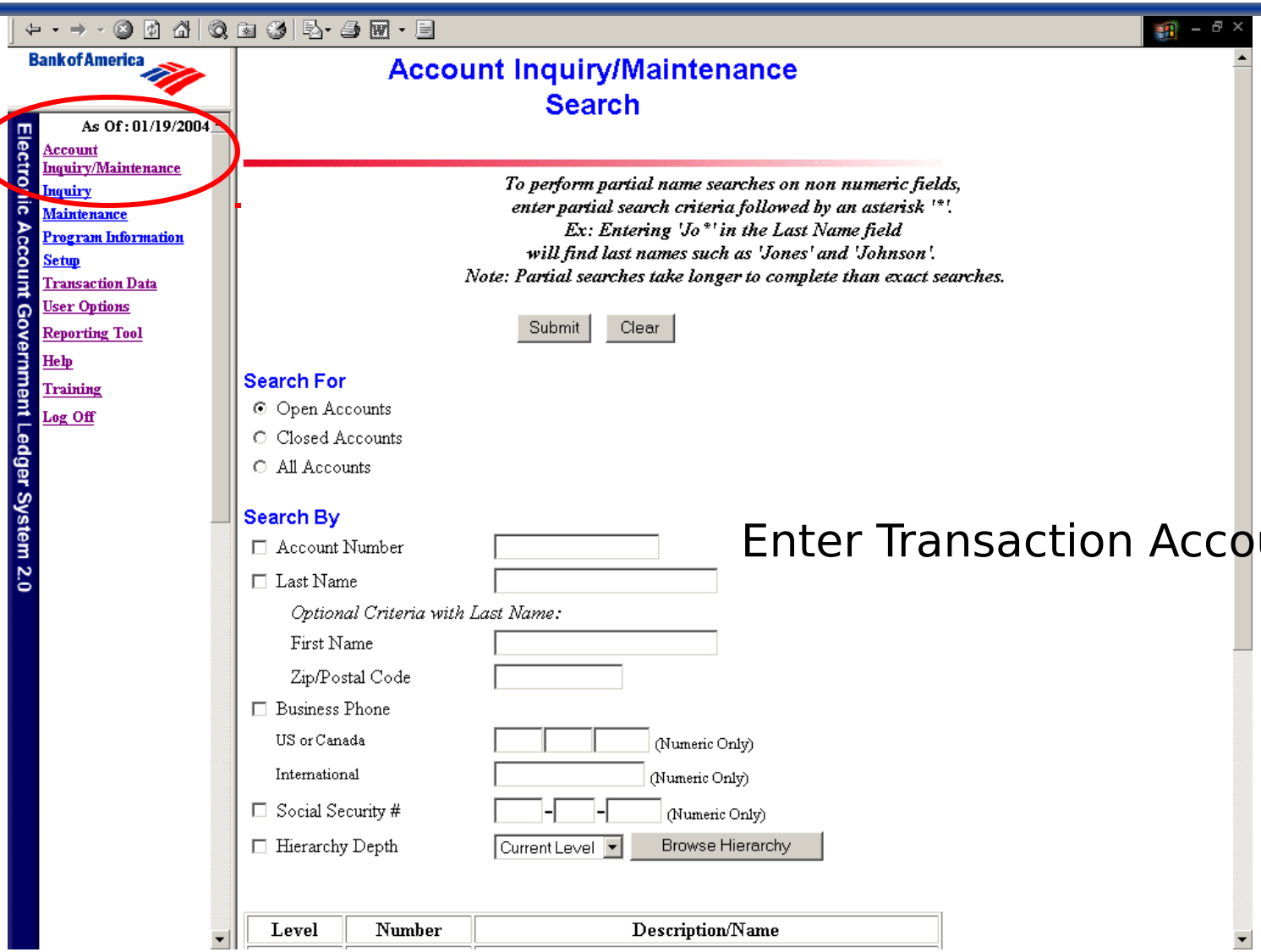
Account Inquiry/Maintenance



Enter Transaction Account#

NEW LONDON SUP MECH GF

[redacted]

Submit Reset

Organizational Information
Account Holder Information
Account Information
Account Statement Information
Statement Transactions

30 days past due	$0.00	120 days past due	$0.00
60 days past due	$0.00	150 days past due	$0.00
90 days past due	$0.00	180 days past due	$0.00

Activity since end of cycle

Individually Billed Transactions	$0.00	Total Pending Auth	$5,011.00
Centrally Billed Transactions	$21,383.16	Available Credit	$386,526.00
Credits	$118,639.55		
Total Payment Amount	($112,920.75)	Last Payment Date	01/16/2004
Balance	$0.00	As of Date	01/20/2004

Back to top

Statement Transactions

Previous Statement
Current Statement
Current Transactions

Submit Range from [ ] to [ ]
MM/YYYY MM/YYYY

Back to top

Bold Fields Are Required

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Bank of America

Electronic Account Government Ledger System 2.0

As Of: 01/22/2004

- Account Inquiry/Maintenance
- Inquiry
  - Agency Profile
  - Central Account
  - Vehicle Account
- Maintenance
- Program Information
- Setup
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- User Options
- Reporting Tool
- Help
- Training
- Log Off

Statement Range Transactions

Account NEW LONDON SUP MECH GF **Account Number** [redacted]

Tran Date	Post Date	Tran Amount	Certify Tran	Billing Type	Merchant Name City, State Zip	Merchant Category	Tran Reference #	Tran Information M=Matched E=Endorsment/Restriction D=Disputed A=Allocated
11/12/2003	11/14/2003	$602.00	☐	Central	DELTA AIR 0067468721048 MECHANICSBURG PA 30320	3058	[redacted]	
		Master Accounting Code:						
11/12/2003	11/14/2003	$500.50	☐	Central	DELTA AIR 0067468721058 MECHANICSBURG PA 30320	3058	[redacted]	
		Master Accounting Code:						
11/12/2003	11/14/2003	$500.50	☐	Central	DELTA AIR 0067468721059 MECHANICSBURG PA 30320	3058	[redacted]	
		Master Accounting Code:						
11/12/2003	11/14/2003	$500.50	☐	Central	DELTA AIR 0067468721053 MECHANICSBURG PA 30320	3058	[redacted]	
		Master Accounting Code:						
11/12/2003	11/14/2003	$378.50	☐	Central	US AIRWAYS, 0377468721037 MECHANICSBURG PA 22227	3063	[redacted]	
		Master Accounting Code:						
11/14/2003	11/14/2003	$40,276.18 c	☐	Central	GOVT REMIT041036009637363 INV # 000038	0	[redacted]	
		Master Accounting Code:						
11/13/2003	11/17/2003	$1,752.10	☐	Central	UNITED AIR 0167468721137 MECHANICSBURG PA 60199	3000	[redacted]	
		Master Accounting Code:						
11/13/2003	11/17/2003	$682.00	☐	Central	DELTA AIR 0067468721129	3058	[redacted]	

Credits denoted by "c"

Statement Range Transaction Details

General Transaction Information

Amount of Charge/Credit	$602.00	**Billing Type**	Central
Billed To	[redacted]	**Merchant 1057**	
Merchant DUNs		**Merchant 1099**	
Endorsement/ Restrictions	☐	**Manual Reallocation Flag**	No

Airline Transaction Information

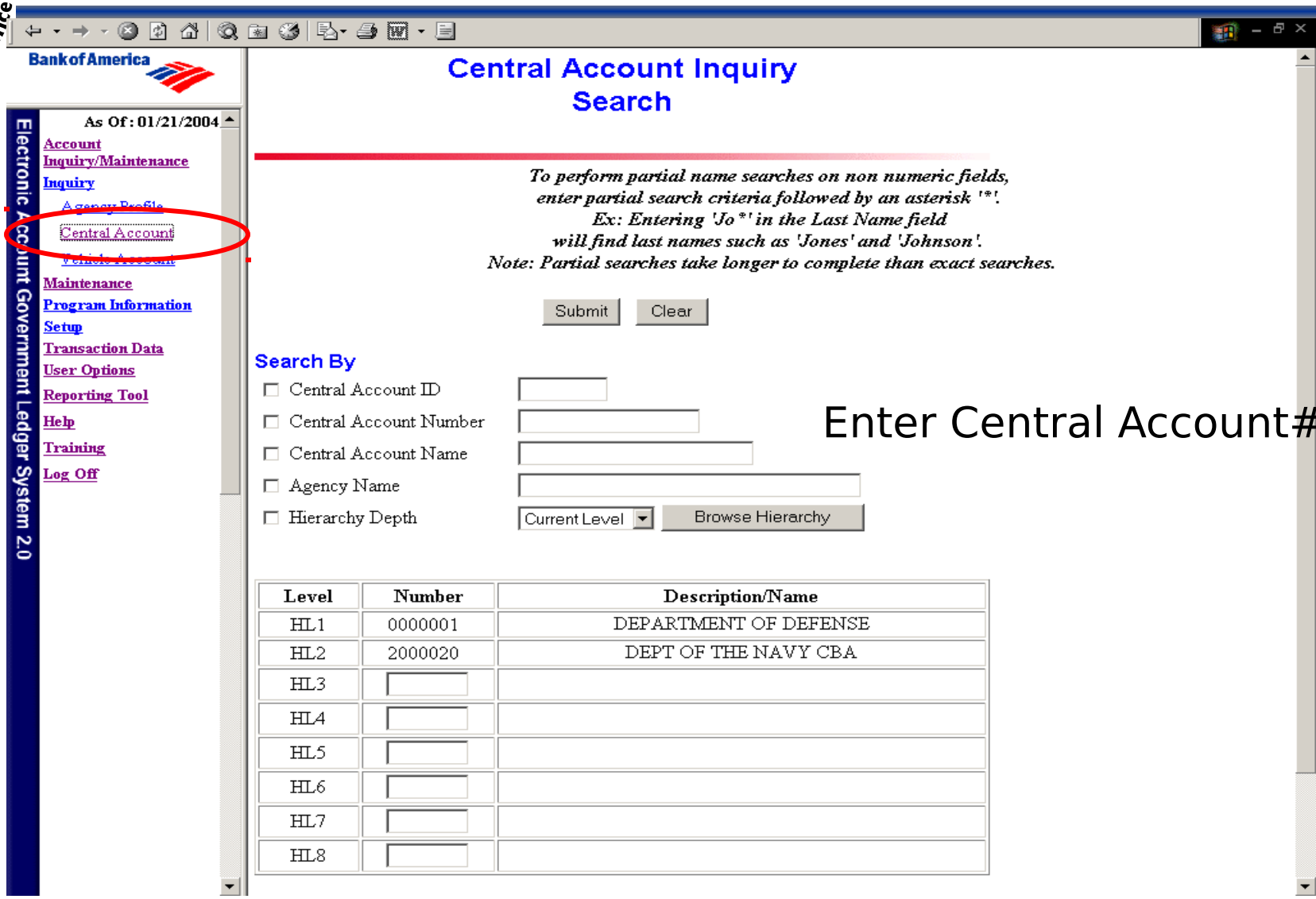
Passenger Name	[redacted]		
Travel Agency Code	[redacted]	**Order Number**	
Ticket Issue Date	N/A	**Total Fee Amount**	$9.00
Travel Agency Name		**Sales Tax Amount**	$51.60

Airline Transaction Details

Airline Ticket Number	0067468721048	**Class of Travel**	K
Origin and Destination Airports		**Date of Travel**	
MDT--ATL		Sun Nov 16 00:00:00 GMT 2003	

Airline Ticket Number	0067468721048	**Class of Travel**	K
Origin and Destination Airports		**Date of Travel**	
ATL--MDT		Mon Nov 17 00:00:00 GMT 2003	

Inquiry – Central Account Balance



Enter Central Account#

Bank of America

Electronic Account Government Ledger System 2.0

As Of : 01/21/2004

- Account Inquiry/Maintenance
- Inquiry
  - Agency Profile
  - Central Account
  - Vehicle Account
- Maintenance
- Program Information
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- Training
- Log Off

Central Account Inquiry Results

Account Information

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000020	DEPT OF THE NAVY CBA
HL3	3004013	NAVPTO PENSACOLA, FL
HL4		
HL5		
HL6		
HL7		
HL8		

Central Account Number	[redacted]
Central Account Name	NAVPTO PENSACOLA

Accounting Information

Central Account ID	[redacted]
Agency Name	NAVPTO PENSACOLA, FL
Account Type	Central
Billing Type	Central
Accounting Center ID	15000

Master Accounting Code

Account Expiration Date	11/2006

Account Status	Open

Payment and Balance Information

Aggregate Credit Sum	$600,000.00	Credit Limit	$16,000,000.00
Current Balance	$504,595.78	Total Dollar Disputes at Cycle	$0.00
Total Pending Authorizations	$21,553.00	Available Credit	$15,473,850.00
Payment Due at Last Cycle	$504,461.28	Last Payment Amount	$0.00
Payment Due Date	02/18/2004	Last Payment Date	

Transaction Information

Category	Current Cycle	Previous Cycle
	Dollar Amount	Dollar Amount
Total Debit Transactions	$0.00	$92,458.39
Total Credit Transactions	$0.00	$27,522.07
Total Transactions	$0.00	$64,936.32

Back to Top

Agency Invoice Authorization Control Area Point Of Contact Information
DBO Information EC/EDI Information Payment Office Information TDO Information

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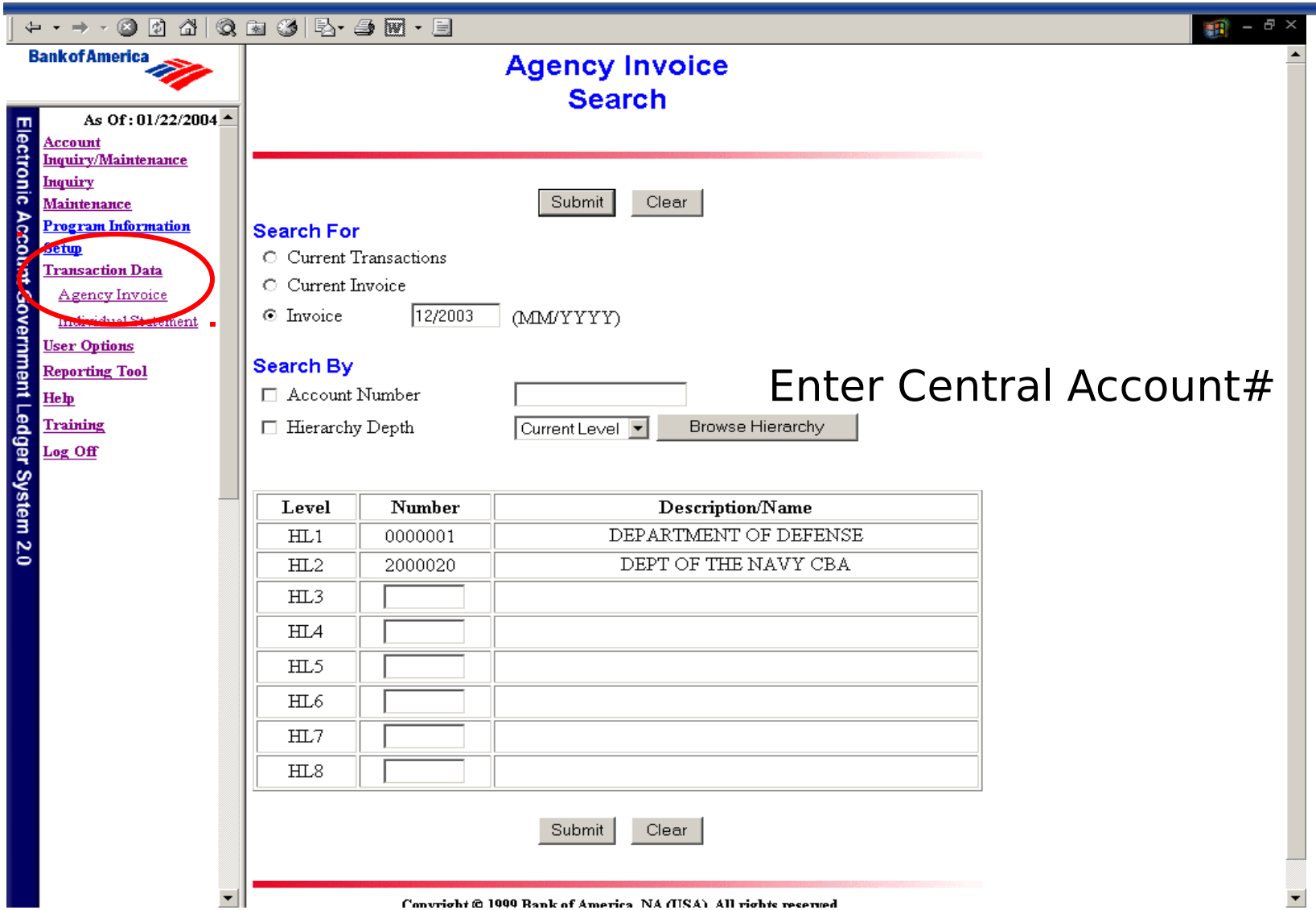
Transaction Data



Bank of America

Electronic Account Government Ledger System 2.0

As Of : 01/22/2004

- Account Inquiry/Maintenance
- Inquiry
- Maintenance
- Program Information
- Setup
- Transaction Data
  - Agency Invoice
  - Individual Statement
- User Options
- Reporting Tool
- Help
- Training
- Log Off

Agency Invoice

General Account Information

Agency Name	NAVPTO PENSACOLA, FL
Central Account Name	NAVPTO PENSACOLA
Central Account #	[redacted]

Master Accounting Code

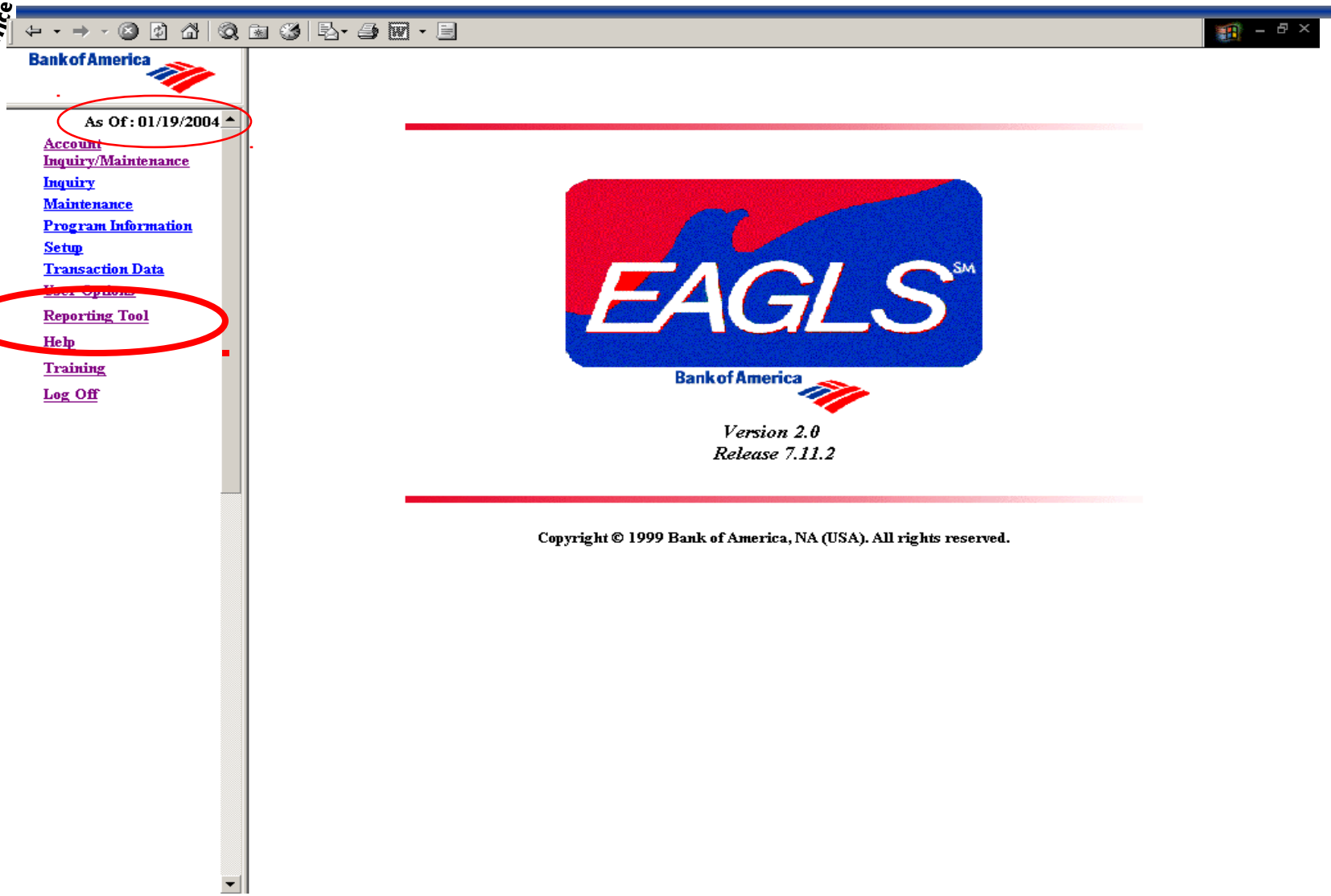
Program Type	Travel
Billing Type	Central
Credit Limit	$16,000,000.00

Invoice Date	12/19/2003	**Closing Date**	12/19/2003
Invoice Number	0003360000061	**Balance at Invoice**	$439,524.96
Previous Balance	$347,546.92	**Amount in Dispute**	$0.00
Payments	$126,082.80	**Past Due Amount**	$212,359.28
Credits	$9,104.84	**Number of Payments Past Due**	31
Purchases	$227,001.75	**Payment Due Date**	01/18/2004
Prompt Payment Charges	$163.93	**Convenience Checks**	$0.00
Traveler's Checks	$0.00	**Available Credit**	$15,560,475.00
Cash Advances	$0.00	**Invoice Status**	Invoiced
Finance Charges	$0.00	**Fees**	$0.00
Memo Items	$0.00	**Phone Transactions**	$0.00

Cancel

Central Account Activity Account Holder Activity

Reporting Tool



Bank of America

As Of: 01/21/2004

Reporting Tool Options

Reports

- Account Activity (Purcha
- Account Activity (Travel)
- Account Listing
- Account Renewal
- Agency Program
- Agency Program Informa
- Aging Analysis
  - Hierarchy Level
- Airline Credit/Refund
  - Hierarchy Level
- Airline Exception
- Authorizations/Declines
- Billing Cycle Summary
- Budget Object Class
- Cancellation
- Charge-Off
- Convenience Check
- Cost Allocation
- Daily Invoice
- Delinquency
- Exceptions
- Fixed Pay
- Fleet MasterCard
- Fleet Visa
- Foreign Vendor
- Frequent Repair

EAGLS Reporting Tool

Summaries Now Available on Detail Reports

Enhancements to detail reports on EAGLS using the Crystal Offline Viewer were completed to provide summary pages at the beginning of each report.

When viewing these reports, the first page(s) will contain summaries by hierarchy node. Client feedback on the 2002 Client Satisfaction Survey indicated clients wanted summary information for reports. The Reports Functionality Matrix Job Aid has been updated to indicate which reports contain a summary page(s).

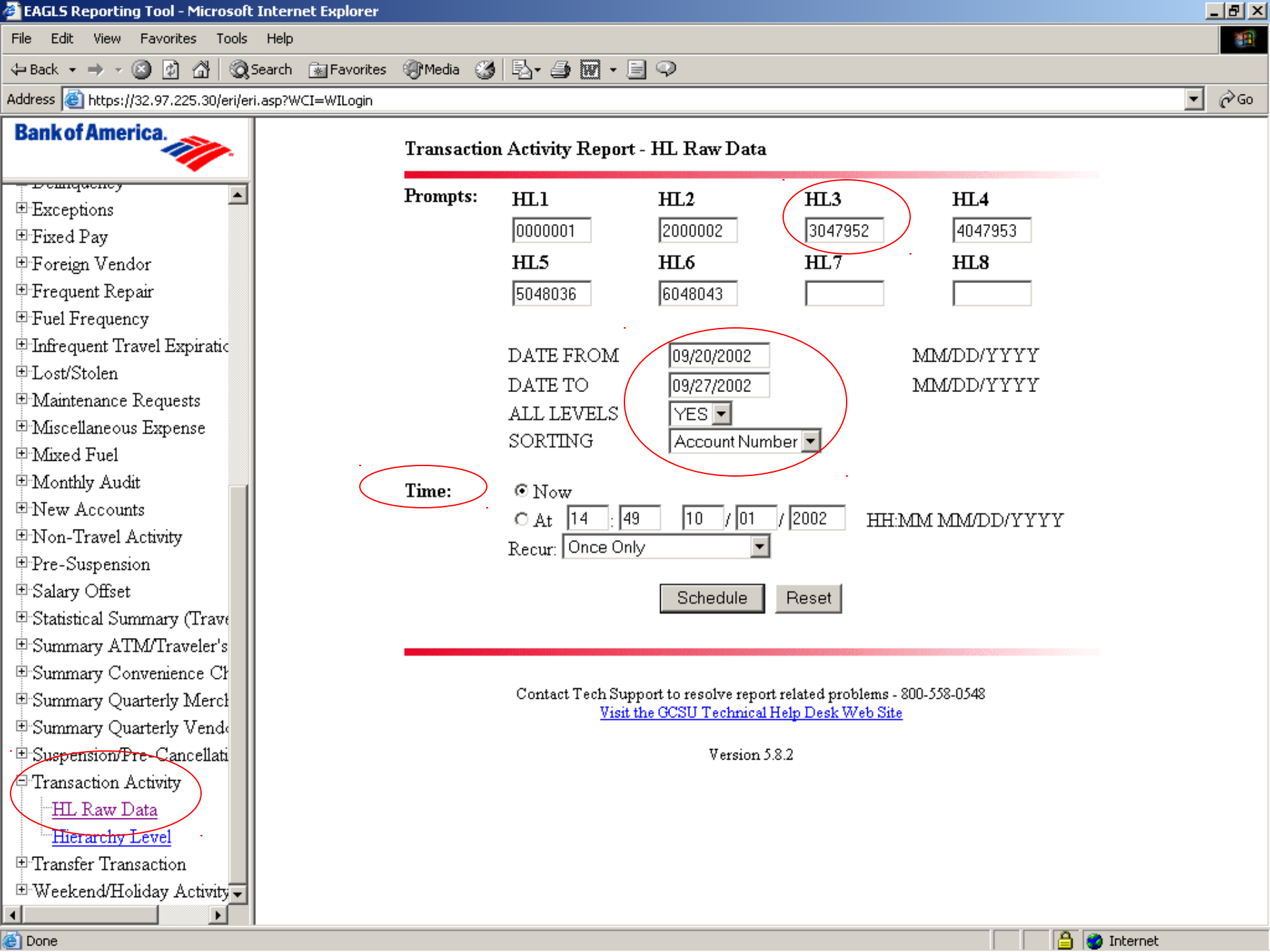
The Reports Functionality Matrix Job Aid is available by selecting it from the drop-down list below.

Reporting Job Aids

Bank of America, in a continuous effort to provide quality training materials, offers quick reference guides or Job Aids that will assist you in managing your card program. Updates to the Job Aids will be made monthly, as required. Revision dates and page numbers are included on each Job Aid for your convenience.

-- make your selection --

Version 7.0.0.27.10


EAGLS Reporting Tool - Microsoft Internet Explorer
File Edit View Favorites Tools Help
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Go
Bank of America
Exceptions
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New Accounts
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Transaction Activity
HL Raw Data
Hierarchy Level
Transfer Transaction
Weekend/Holiday Activity
Transaction Activity Report - HL Raw Data
Prompts:
HL1
0000001
HL2
2000002
HL3
3047952
HL4
4047953
HL5
5048036
HL6
6048043
HL7
HL8
DATE FROM
09/20/2002
MM/DD/YYYY
DATE TO
09/27/2002
MM/DD/YYYY
ALL LEVELS
YES
SORTING
Account Number
Time:
Now
At
14
49
10
01
2002
HH:MM MM/DD/YYYY
Recur:
Once Only
Schedule
Reset
Contact Tech Support to resolve report related problems - 800-558-0548
Visit the GCSU Technical Help Desk Web Site
Version 5.8.2
Done
Internet

Bank of America

- Fixed Pay
- Fleet MasterCard
- Fleet Visa
- Foreign Vendor
- Frequent Repair
- Fuel Frequency
- Infrequent Travel Expirati
- Lost/Stolen
- Maintenance Requests
- Mastercard 1099
- Miscellaneous Expense
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- Summary Quarterly Merc
- Summary Quarterly Vend
- Suspension/Pre-Cancellat
- Transaction Activity
  - Hierarchy Level
  - HL Raw Data
- Transfer Transaction
- Weekend/Holiday Activit

Transaction Activity Report - HL Raw Data

Refresh | Schedule

Delete?	Status	Start Time		End Time		Size	
☐	Success	12/12/2003	19:35:22	12/12/2003	19:41:08	20769k	Details...
☐	Success	01/08/2004	04:43:43	01/08/2004	04:43:47	1k	Details...
☐	Success	12/22/2003	14:21:58	12/22/2003	14:43:52	57742k	Details...
☐	Success	01/07/2004	13:49:57	01/07/2004	14:07:01	28051k	Details...
☐	Success	01/08/2004	13:17:43	01/08/2004	13:23:34	15599k	Details...
☐	Success	01/19/2004	07:45:38	01/19/2004	08:03:12	34504k	Details...

Delete marked instances.

Contact Tech Support to resolve report related problems - 800-558-0548
Visit the GCSU Technical Help Desk Web Site

Version 7.7

- Fixed Pay
- Fleet MasterCard
- Fleet Visa
- Foreign Vendor
- Frequent Repair
- Fuel Frequency
- Infrequent Travel Expirati
- Lost/Stolen
- Maintenance Requests
- Mastercard 1099
- Miscellaneous Expense
- Mixed Fuel
- Monthly Audit
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- Non-Travel Activity
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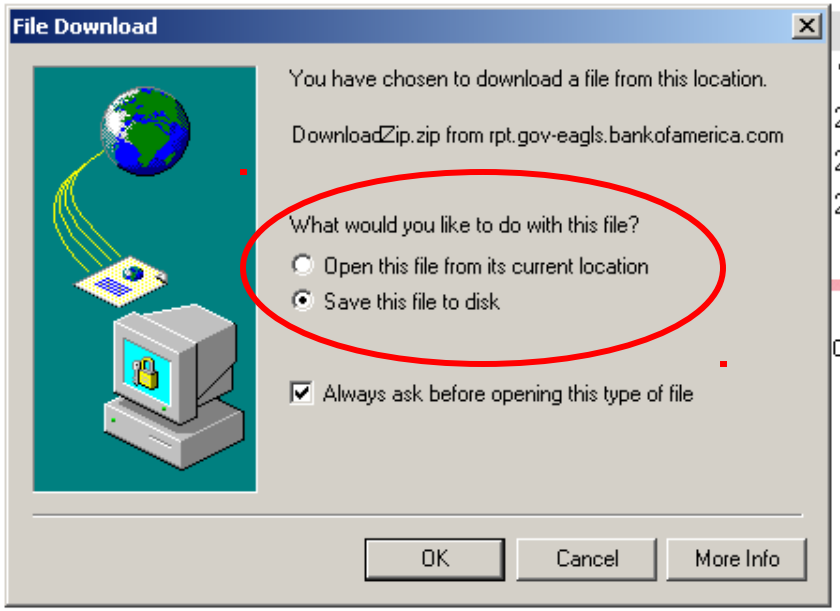
- Summary Quarterly Merc
- Summary Quarterly Vend
- Suspension/Pre-Cancellat
- Transaction Activity
  - Hierarchy Level
  - HL Raw Data
- Transfer Transaction
- Weekend/Holiday Activit

Transaction Activity Report - HL Raw Data

Processing file (raw) format

Click here to Download file

File size:822K


File Download
You have chosen to download a file from this location.
DownloadZip.zip from rpt.gov-eagls.bankofamerica.com
What would you like to do with this file?
Open this file from its current location
Save this file to disk
Always ask before opening this type of file
OK
Cancel
More Info

Time
2 secs
2 secs
2 secs

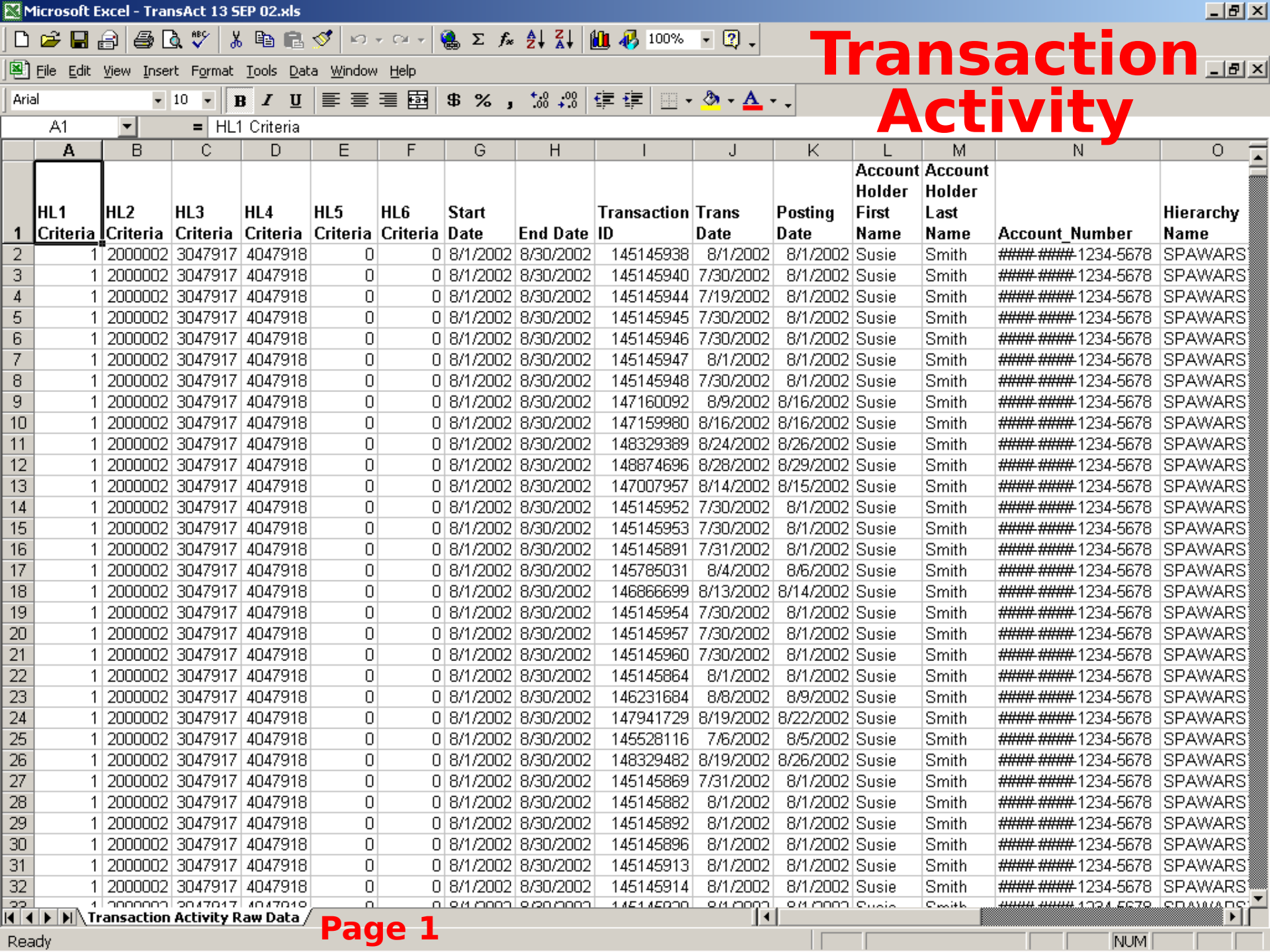
00-558-0548

Reporting Tool

- Airline Credit and Refund
- Aging Analysis for HL3
- Authorizations/Declines
- Delinquency
- Pre-Suspension
- Raw Data reports
  - Account Listing
  - Delinquency
  - Transaction Activity

Transaction Activity by Hierarchy Level

- The data is as current as the “As of” date, providing almost real-time visibility of card activity
- Payment information (Debits/credits)
- Identify cardholders making cash transactions
- Identify potential misuse/abuse (Merchant Category Codes easily)


Microsoft Excel - TransAct 13 SEP 02.xls
Transaction Activity
File Edit View Insert Format Tools Data Window Help
Arial 10
A1 = HL1 Criteria
HL1 Criteria | HL2 Criteria | HL3 Criteria | HL4 Criteria | HL5 Criteria | HL6 Criteria | Start Date | End Date | Transaction ID | Trans Date | Posting Date | Account Holder First Name | Account Holder Last Name | Account_Number | Hierarchy Name
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 145145938 | 8/1/2002 | 8/1/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 145145940 | 7/30/2002 | 8/1/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 145145944 | 7/19/2002 | 8/1/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 145145945 | 7/30/2002 | 8/1/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 145145946 | 7/30/2002 | 8/1/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 145145947 | 8/1/2002 | 8/1/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 145145948 | 7/30/2002 | 8/1/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 147160092 | 8/9/2002 | 8/16/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 147159980 | 8/16/2002 | 8/16/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 148329389 | 8/24/2002 | 8/26/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 148874696 | 8/28/2002 | 8/29/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 147007957 | 8/14/2002 | 8/15/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 145145952 | 7/30/2002 | 8/1/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 145145953 | 7/30/2002 | 8/1/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 145145891 | 7/31/2002 | 8/1/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 145785031 | 8/4/2002 | 8/6/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 146866699 | 8/13/2002 | 8/14/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 145145954 | 7/30/2002 | 8/1/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 145145957 | 7/30/2002 | 8/1/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 145145960 | 7/30/2002 | 8/1/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
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1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 146231684 | 8/8/2002 | 8/9/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 147941729 | 8/19/2002 | 8/22/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 145528116 | 7/6/2002 | 8/5/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 148329482 | 8/19/2002 | 8/26/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
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1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 145145882 | 8/1/2002 | 8/1/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
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1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 145145913 | 8/1/2002 | 8/1/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
1 | 2000002 | 3047917 | 4047918 | 0 | 0 | 8/1/2002 | 8/30/2002 | 145145914 | 8/1/2002 | 8/1/2002 | Susie | Smith | ##### ##### 1234-5678 | SPAWARS
Transaction Activity Raw Data
Page 1
Ready
NUM

Contacting Bank of America

- GCSUAC – Customer Service APC's
  - 1-800-558-0548 Option #3
  - gcsuac@bankofamerica.com
  - GCSUAC – Account Holders
  - 1-800-472-1424 24 hours
- GCSUTHD – EAGLS Technical Help Desk
  - 1-800- 558-0548 Option #4
  - gcsuthd@bankofamerica.com
  - ➢ NOTE: APC's must be listed as POC. Please have both Central and Transaction Account Numbers including Hierarchy information available when calling for assistance.

Reference Materials

- Current POC/EAGLS set up forms
- Merchant Category Code (MCC) listing
- EAGLS User's Guide and Job Aides
  - (Ex.: Report Functionality Matrix)
  - Note: Must be logged into EAGLS for access
- BoA NewsBlast
- DoN eBusiness Operations Office website and email address:

www.don-ebusiness.navsup.navy.mil

Travel_Card@navsup.navy.mil